November, 2006								
NOVEITIBET, 2000	Poor					Excellent		
	1	2	3	4	5	6	N/A	
Prompt Service Willingness to help you				1	1	8		
				1		0		
Willingness to help you				- '		9		
Accuracy					5	8		
Knowledge				1	1	8		
Courtesy						10		
Individualized attention					2	8		
Front Counter								
Our telephones were answered promptly			1		4	4		
Our office hours are convenient				3		6		
- 19.11								
Phone calls were returned in timely manne	er	1			1	5	2	
Our forms are understandable			1		1	5	2	
Our correspondence is understandable					2	5	2	
•								
Our Inspectors are accessible				1	1	8		
Our inspection hours are convenient					3	7		
TOTALS	0	1	2	7	21	91	6	128
Percentage	0%	1%	2%	5%	16%	71%	5%	
	Willingness to help you Accuracy Knowledge Courtesy Individualized attention Front Counter Our telephones were answered promptly Our office hours are convenient Plan Exam Phone calls were returned in timely manner Our forms are understandable Our correspondence is understandable Inspection Our Inspectors are accessible Our inspection hours are convenient	Willingness to help you Accuracy Knowledge Courtesy Individualized attention Front Counter Our telephones were answered promptly Our office hours are convenient Plan Exam Phone calls were returned in timely manner Our forms are understandable Our correspondence is understandable Inspection Our Inspectors are accessible Our inspection hours are convenient TOTALS 0	Willingness to help you Accuracy Knowledge Courtesy Individualized attention Front Counter Our telephones were answered promptly Our office hours are convenient Plan Exam Phone calls were returned in timely manner 1 Our forms are understandable Our correspondence is understandable Inspection Our Inspectors are accessible Our inspection hours are convenient TOTALS 0 1	Prompt Service Willingness to help you Accuracy Knowledge Courtesy Individualized attention Front Counter Our telephones were answered promptly 1 Our office hours are convenient Plan Exam Phone calls were returned in timely manner 1 Our forms are understandable Inspection Our Inspectors are accessible Our inspection hours are convenient TOTALS 0 1 2	Prompt Service 1 Willingness to help you 1 Accuracy 1 Knowledge 1 Courtesy 1 Individualized attention Front Counter 2 Our telephones were answered promptly 1 Our office hours are convenient 3 Plan Exam 2 Phone calls were returned in timely manner 1 Our forms are understandable 1 Our correspondence is understandable Inspection 2 Our inspection 1 Our inspection hours are convenient 1 Our inspection 2 Our inspection 3 Our inspe	Prompt Service	Prompt Service	Prompt Service

Department of Building Inspections Customer Survey Comments

WHAT DID WE DO WELL?

This department was excellent and cooperative as well as knowledgeable. I appreciate it - Mr. Dephillipo (Phillippo) is excellent.

The inspector Brian was very cordial.

Everything went O-K.

Yes.

Treated me as a person who needed their help.

WHAT CAN WE DO BETTER?

There were no negative comments noted for this month.